

***United States Department of Agriculture (USDA)
eGovernment Program***

***USDA eAuthentication Team
IdentityMinder 6.0 FSA Security Help Desk
Guide***

April 27, 2006





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Revision History

Previous Change History

Table a – Previous Change History

Version	Date	Author	Comment
1.0	4/20/06	Carriann Ashcraft	Initial Development of document
1.1	4/27/06	Carriann Ashcraft	Peer Review

Document Sign-off

Table b – Document Sign-off

Date	Name	Title
4/24/06	Nandini Krishnamoorthy	Developer
4/24/06	Todd Kaywood	Business Administration Manager
4/26/06	Kelly Frisby	Help Desk Agent
4/26/06	Matt Perry	eAuthentication Development Manager



1 Introduction

1.1 Introduction

Through legislated mandate, the United States Department of Agriculture (USDA), where practicable, must provide electronic alternatives to traditional paper-based processes. The first step in this is correctly identifying and authenticating users on the Internet. The three principal acts relevant to this policy are:

The Government Paperwork Elimination Act (GPEA)

The Electronic Signatures in Global and National Commerce Act (E-Sign)

The Freedom to E-File Act

The USDA eAuthentication solution provides authentication services for online applications. Managed by the USDA Office of the Chief Information Officer (OCIO), eAuthentication is an enabling process and technological foundation that will help USDA achieve its goals and objectives for eGovernment by supporting all USDA eGovernment initiatives and applications.

1.2 Audience

This document is intended for the use of all eAuthentication team members using the FSA Security Help Desk functionality within IdentityMinder. This document will only cover the FSA Security Help Desk tasks of the IdentityMinder 6.0 upgrade.

1.3 Scope

This document is intended for the internal use of the USDA eAuthentication. This guide will be distributed to the FSA Security Help Desk team to show them how to use the FSA Security Help Desk role in IdentityMinder 6.0.



2 Document Overview

2.1 IdentityMinder 5.6 to 6.0

The latest version of IdentityMinder (IdentityMinder 6.0) will be migrated into the production environment the beginning of May, 2006. This migration will include overall functionality and interface updates for Application Admin, LRA, Help Desk, and My Account operations.

2.2 Organization of Document

This document will present how the Help Desk functionality for the tasks listed below has changed from the IdentityMinder 6.0 upgrade.

- Reset User Password – Help Desk

2.3 General Changes

The initial screen in IdentityMinder has changed from a list of root links in 5.6 to a drop down menu in 6.0.

Depending on the number of tasks assigned to your account, tasks will be listed on the left navigation bar, or listed in categories along with the appropriate tasks.



3 FSA Security Help Desk Task

3.1 Reset User Password – Help Desk

This task is used for resetting a user's password.

Figure 1– Go to “Reset User Password – Help Desk”.

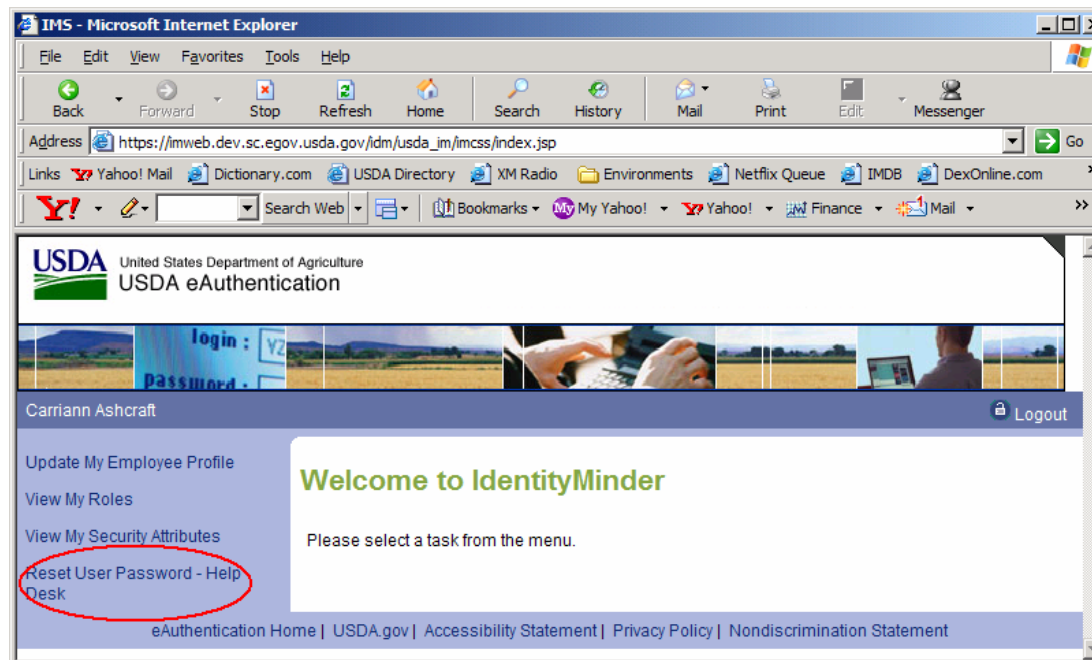
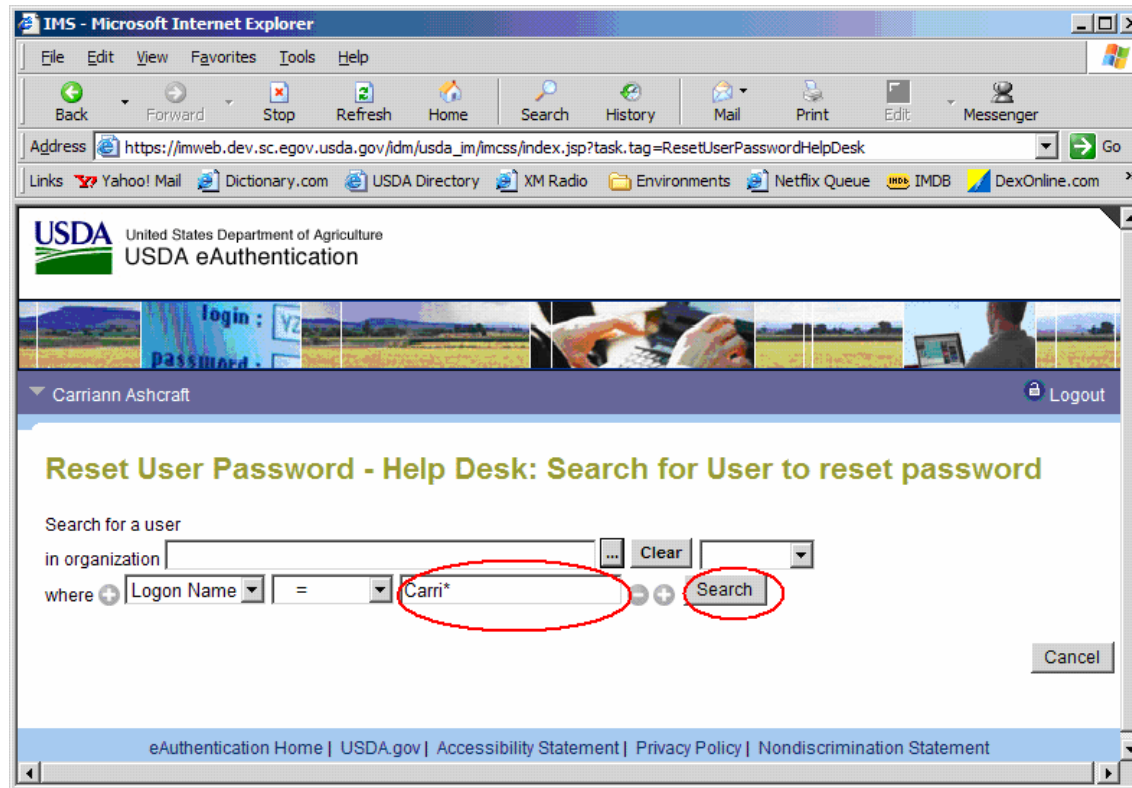


Figure 2 – Enter name in the third box at the bottom according to the variables next to “+” on the left. When done, click “Search”.
If you would like to return to the main screen, click “Cancel”.



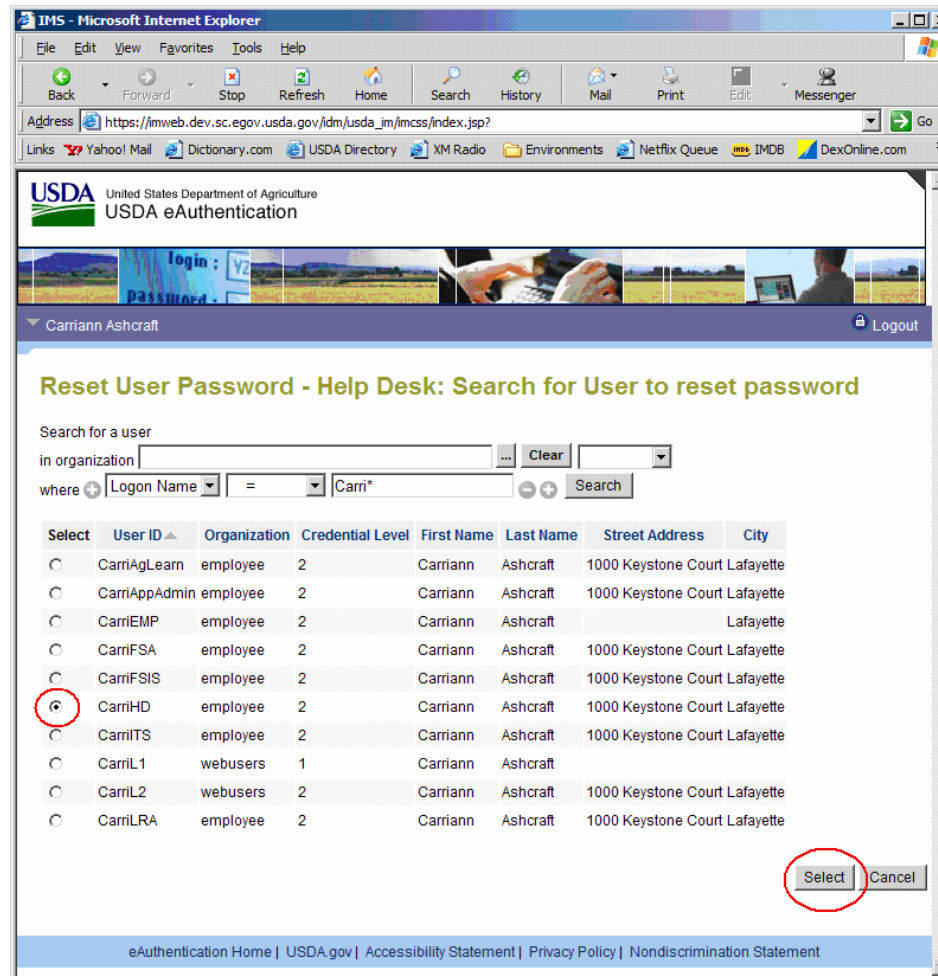
Important Note: There is a known issue with the search functionality when no search criteria are provided for a task.

For example, putting an * in to search for all users will respond with the following error message:

"SmImSqlCommand (findInScope) Provider call failed Error Code was: -2147418012 Error Message: Unknown Failure ID: 2401"

Please be sure to put a name or partial name into the search box to avoid this issue.

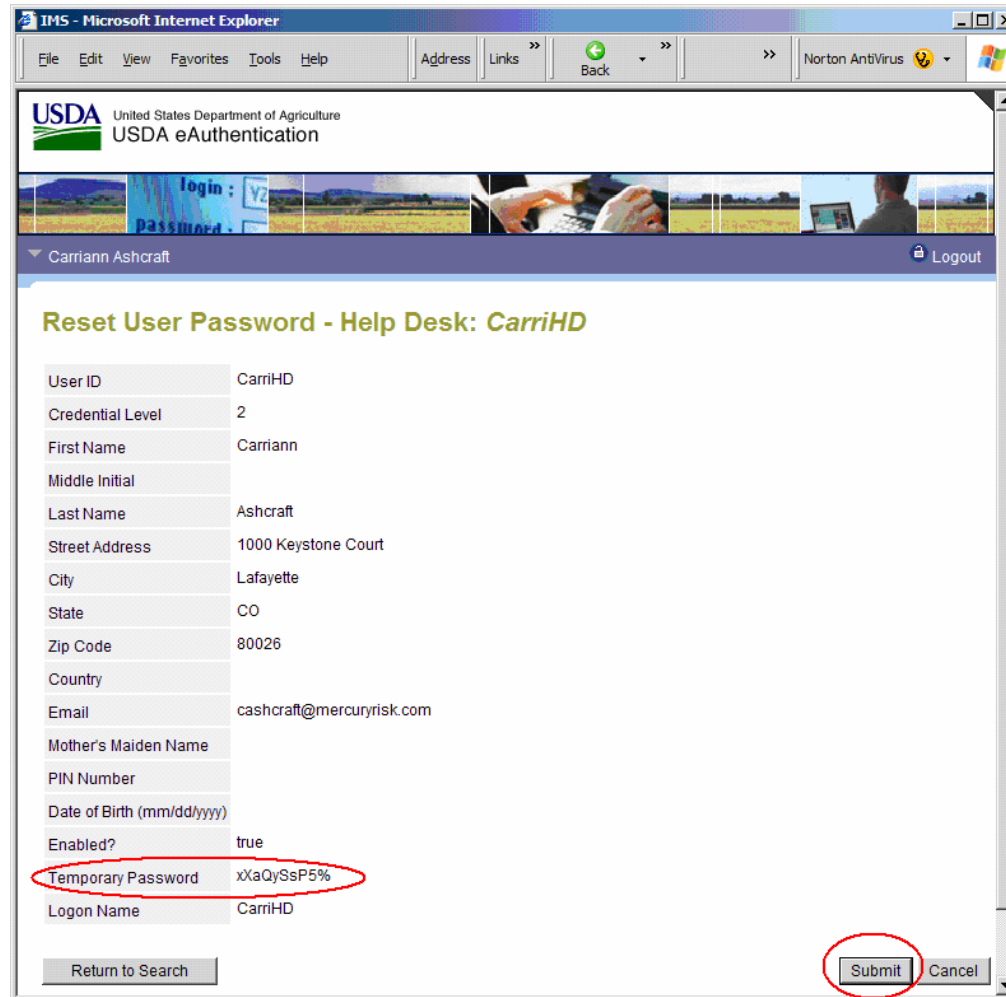
Figure 3 – This screen displays your search results. Click on a radio button to select a user. When done, click “Select” at the bottom of the screen.



The screenshot shows a web browser window titled "IMS - Microsoft Internet Explorer" displaying the USDA eAuthentication page. The page header includes the USDA logo and the text "United States Department of Agriculture USDA eAuthentication". Below the header, there is a navigation bar with a dropdown menu for "Carriann Ashcraft" and a "Logout" link. The main content area is titled "Reset User Password - Help Desk: Search for User to reset password". It contains a search form with the following fields: "Search for a user" (text input), "in organization" (dropdown menu), "where" (dropdown menu), and "Search" (button). The search results are displayed in a table with the following columns: "Select", "User ID", "Organization", "Credential Level", "First Name", "Last Name", "Street Address", and "City". The table lists several users, with "CarriHD" selected (indicated by a red circle around the radio button). At the bottom right of the table, there are "Select" and "Cancel" buttons, with the "Select" button circled in red. The footer of the page includes links for "eAuthentication Home", "USDA.gov", "Accessibility Statement", "Privacy Policy", and "Nondiscrimination Statement".

Select	User ID	Organization	Credential Level	First Name	Last Name	Street Address	City
<input type="radio"/>	CarriAgLearn	employee	2	Carriann	Ashcraft	1000 Keystone Court Lafayette	
<input type="radio"/>	CarriAppAdmin	employee	2	Carriann	Ashcraft	1000 Keystone Court Lafayette	
<input type="radio"/>	CarriEMP	employee	2	Carriann	Ashcraft		Lafayette
<input type="radio"/>	CarriFSA	employee	2	Carriann	Ashcraft	1000 Keystone Court Lafayette	
<input type="radio"/>	CarriFSIS	employee	2	Carriann	Ashcraft	1000 Keystone Court Lafayette	
<input checked="" type="radio"/>	CarriHD	employee	2	Carriann	Ashcraft	1000 Keystone Court Lafayette	
<input type="radio"/>	CarriITS	employee	2	Carriann	Ashcraft	1000 Keystone Court Lafayette	
<input type="radio"/>	CarriL1	webusers	1	Carriann	Ashcraft		
<input type="radio"/>	CarriL2	webusers	2	Carriann	Ashcraft	1000 Keystone Court Lafayette	
<input type="radio"/>	CarriLRA	employee	2	Carriann	Ashcraft	1000 Keystone Court Lafayette	

Figure 4 – This screen will display the customer’s temporary password. Click “Submit” when done.



IMS - Microsoft Internet Explorer

File Edit View Favorites Tools Help Address Links Back Norton AntiVirus

USDA United States Department of Agriculture
USDA eAuthentication

login :
password :

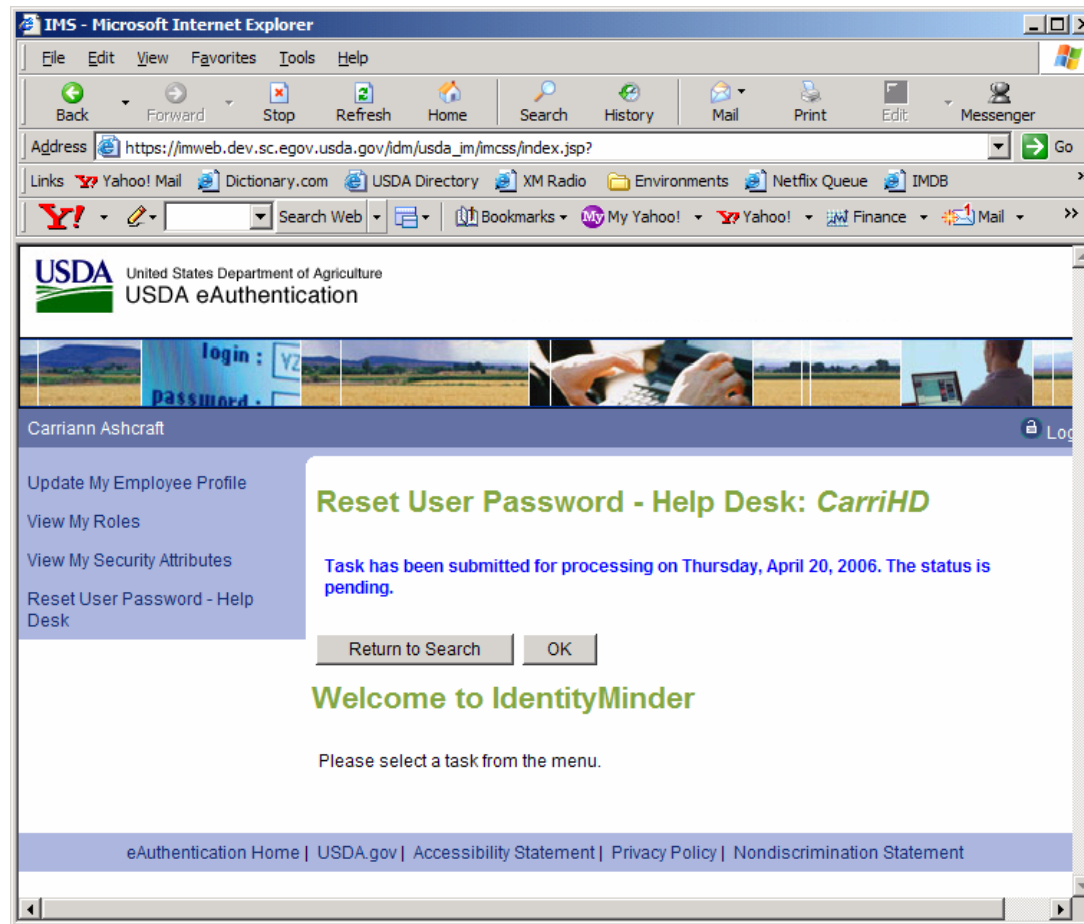
Carriann Ashcraft Logout

Reset User Password - Help Desk: CarriHD

User ID	CarriHD
Credential Level	2
First Name	Carriann
Middle Initial	
Last Name	Ashcraft
Street Address	1000 Keystone Court
City	Lafayette
State	CO
Zip Code	80026
Country	
Email	cashcraft@mercuryrisk.com
Mother's Maiden Name	
PIN Number	
Date of Birth (mm/dd/yyyy)	
Enabled?	true
Temporary Password	xXaQySsP5%
Logon Name	CarriHD

Return to Search Submit Cancel

Figure 5 - This screen acknowledges your updates. Click “Return to Search”, or click “OK” to return to the main screen.





4 IdentityMinder Support

For further assistance, please contact Leslie Bishop @ Leslie.Bishop@kcc.usda.gov.